

Appendix 1 – Complaints Received and Finalised

| | | Complaints finalised at assessment | | | | Complaints finalised at investigation | | | | |
|--|-----|--------------------------------------|---------------------------|---|---------------------------------------|---------------------------------------|----------|-----------|---|--|
| | | Total Complaints Received in 2023-24 | Issue not in jurisdiction | More appropriate body to handle complaint | Referred back to the public authority | Investigation not warranted | Resolved | Sustained | | Not sustained, cannot be determined, or discontinued |
| PUBLIC SECTOR | | | | | | | | | | |
| Biodiversity, Conservation and Attractions, Department of | 10 | 2 | 1 | 2 | 2 | 3 | | | | 10 |
| Central Regional TAFE | 1 | | 2 | | | | | | | 2 |
| Child and Adolescent Health Service | 6 | | 5 | 1 | | | | | | 6 |
| Communities, Department of | 275 | 15 | 20 | 66 | 29 | 136 | | 3 | 5 | 274 |
| Construction Training Fund | 1 | | | | | 1 | | | | 1 |
| Department of Energy, Mines, Industry Regulation and Safety | 26 | 2 | 9 | 5 | 3 | 6 | | | 2 | 27 |
| DevelopmentWA | 1 | | | | | | | | | |
| East Metropolitan Health Service | 17 | 2 | 13 | 1 | | | | | 1 | 17 |
| Economic Regulation Authority | | | 1 | | | | | | | 1 |
| Education, Department of | 52 | 2 | 11 | 6 | 7 | 15 | | | | 41 |
| Finance, Department of | 17 | | 3 | | 1 | 7 | | | 3 | 14 |
| Fire and Emergency Services, Department of | 2 | | | 1 | | | | 1 | 1 | 3 |
| Fremantle Port Authority | 2 | 1 | | | | | | | | 1 |
| Gold Corporation | 3 | 1 | | 1 | | 1 | | | | 3 |
| Government Employees Superannuation Board (GESB) | 1 | | 1 | | | | | | | 1 |
| Health and Disability Services Complaints Office | 12 | 2 | | 5 | 2 | 2 | | | | 11 |
| Health, Department of | 8 | 2 | 5 | | | 4 | | | | 11 |
| Horizon Power | 1 | | | | | 1 | | | | 1 |
| Insurance Commission of Western Australia | 7 | | 4 | 1 | 1 | 3 | | | | 9 |
| Jobs, Tourism, Science and Innovation, Department of | 5 | 2 | 1 | 2 | | | | | | 5 |
| Justice, Department of | 247 | 13 | 50 | 69 | 34 | 63 | | 1 | 6 | 236 |
| Landgate | 7 | 1 | 1 | 2 | 3 | 2 | | | 1 | 10 |
| Legal Aid WA | 6 | | | 3 | 2 | 1 | | | | 6 |
| Legal Practice Board | 12 | | | 3 | 3 | 2 | | 1 | | 9 |
| Legal Services and Complaints Committee | 3 | 1 | | 1 | | 2 | | | | 4 |
| Local Government, Sport and Cultural Industries, Department of | 3 | | 1 | 1 | | | | | | 2 |

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|--|--------------------------------------|------------------------------------|---|---------------------------------------|-----------------------------|---------------------------------------|-----------|--|-----------|---------------------------------------|
| | | Issue not in jurisdiction | More appropriate body to handle complaint | Referred back to the public authority | Investigation not warranted | Resolved | Sustained | Not sustained, cannot be determined, or discontinued | | |
| Lotteries Commission | 2 | | 1 | | | | | | | 1 |
| Main Roads Western Australia | 13 | 3 | 5 | 1 | 2 | 2 | | | | 13 |
| Mental Health Commission | 1 | | | 1 | | | | | | 1 |
| Mental Health Tribunal | 1 | | | | | | | | | |
| Metropolitan Cemeteries Board | 5 | 1 | 1 | | | 1 | | 1 | | 4 |
| North Metropolitan Health Service | 14 | | 8 | 1 | 3 | 3 | | | | 15 |
| North Metropolitan TAFE | 5 | | | 2 | 2 | 1 | | 1 | | 6 |
| Planning, Lands and Heritage, Department of | 15 | 3 | 3 | 3 | 3 | 2 | | 1 | | 15 |
| Primary Industries and Regional Development, Department of | 6 | 1 | 3 | 1 | 3 | | | 1 | | 9 |
| Prisoners Review Board | 1 | | 1 | | | | | | | 1 |
| Public Advocate | 24 | 1 | 1 | 11 | 4 | 3 | | | | 20 |
| Public Transport Authority | 20 | | 4 | 2 | 1 | 12 | | | | 19 |
| Public Trustee | 56 | 5 | 5 | 18 | 12 | 10 | | | 2 | 52 |
| Radiological Council | 1 | | | | | 1 | | | | 1 |
| SERCO - Acacia Prison | 29 | 4 | 5 | 11 | 4 | 6 | | | | 30 |
| Small Business Development Corporation | 10 | 1 | | 1 | 1 | 12 | | | | 15 |
| South Metropolitan Health Service | 12 | 1 | 9 | | 1 | | | | | 11 |
| South Metropolitan TAFE | 6 | | 1 | 4 | | | | | 1 | 6 |
| South Regional TAFE | 2 | | 1 | | | | | | | 1 |
| Teacher Registration Board | 1 | | | | 1 | | | | | 1 |
| Training Accreditation Council | | | 1 | | | | | | | 1 |
| Training and Workforce Development, Department of | 2 | | | 1 | 1 | | | | | 2 |
| Transport, Department of | 81 | 4 | 8 | 19 | 10 | 34 | | | 5 | 80 |
| Veterinary Practice Board of Western Australia | 2 | | 1 | | | 1 | | | | 2 |
| WA Country Health Service | 8 | | 6 | 1 | 1 | 1 | | | | 9 |
| Water and Environmental Regulation, Department of | 14 | 2 | 1 | 5 | 3 | 1 | | | 1 | 13 |
| Western Australia Police Force | 126 | 9 | 40 | 52 | 9 | 11 | | | | 121 |
| Western Australian Electoral Commission | 2 | 1 | | | 1 | | | | | 2 |
| Western Power Corporation | 1 | | | 1 | | | | | | 1 |
| Workcover | 4 | | 1 | 1 | 1 | | | | 1 | 4 |
| TOTAL PUBLIC SECTOR COMPLAINTS | 1,189 | 82 | 234 | 306 | 150 | 350 | 0 | 10 | 29 | 1,161 |

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| LOCAL GOVERNMENT | | | | | | | | | | |
| Albany, City of | 2 | | | 1 | | | | | | 1 |
| Armadale, City of | 9 | | | 4 | 2 | 3 | | | | 9 |
| Ashburton, Shire of | 1 | | | | | | | | | |
| Augusta / Margaret River, Shire of | 6 | 1 | 1 | 1 | 1 | | | 1 | | 5 |
| Bassendean, Town of | 3 | | | 1 | | 2 | | | | 3 |
| Bayswater, City of | 12 | | 4 | 1 | 2 | 3 | | | | 10 |
| Belmont, City of | 10 | | 1 | 4 | | 4 | | | 1 | 10 |
| Beverley, Shire of | 1 | | | 1 | | | | | | 1 |
| Bridgetown / Greenbushes, Shire of | | | | | | 1 | | | | 1 |
| Broome, Shire of | 1 | | | 1 | | | | | | 1 |
| Bruce Rock, Shire of | 1 | | | 1 | | | | | | 1 |
| Bunbury, City of | 3 | | 1 | 1 | | 1 | | | | 3 |
| Busselton, City of | 8 | | 2 | 2 | | 2 | | | | 6 |
| Cambridge, Town of | 3 | | | | | 4 | | | | 4 |
| Canning, City of | 4 | | | 2 | | 1 | | | | 3 |
| Carnarvon, Shire of | 1 | | | | | 1 | | | | 1 |
| Chittering, Shire of | 2 | | | 1 | 1 | 1 | | | | 3 |
| Claremont, Town of | 1 | 1 | | | | | | | | 1 |
| Cockburn, City of | 11 | 3 | 2 | 1 | | 3 | | 2 | | 11 |
| Cocos (Keeling) Islands, Shire of | 6 | 1 | | 2 | | 3 | | | | 6 |
| Coolgardie, Shire of | 2 | | | | | 1 | | | | 1 |
| Corrigin, Shire of | | | 1 | | | | | | | 1 |
| Cottesloe, Town of | 4 | 1 | 1 | | 1 | 2 | | | | 5 |
| Dandaragan, Shire of | 2 | | | | 1 | | | 1 | | 2 |
| Dardanup, Shire of | 1 | | | | | | | | 1 | 1 |
| Denmark, Shire of | 2 | | 1 | | | | | | | 1 |
| Donnybrook / Balingup, Shire of | 1 | | | | | | | | | |
| East Fremantle, Town of | 1 | 1 | | | | | | | | 1 |
| East Pilbara, Shire of | 2 | | 2 | | | | | | | 2 |
| Esperance, Shire of | 1 | | 1 | | | | | | | 1 |
| Exmouth, Shire of | | | | | | 1 | | | | 1 |
| Fremantle, City of | 11 | | 6 | 2 | 1 | 4 | | | | 13 |
| Gingin, Shire of | 2 | 1 | | 1 | | | | | | 2 |
| Gosnells, City of | 8 | | | 3 | 1 | 5 | | | | 9 |
| Greater Geraldton, City of | 5 | | 2 | | | 2 | | | | 4 |
| Harvey, Shire of | 1 | | | | | | | | | |
| Joondalup, City of | 10 | 2 | 1 | 2 | 1 | 8 | | 1 | | 15 |
| Kalamunda, City of | 11 | 1 | 2 | 1 | 3 | | | | | 7 |
| Kalgoorlie / Boulder, City of | 3 | | 1 | 2 | | | | | | 3 |
| Karratha, City of | | | | | | 1 | | | | 1 |
| Kondinin, Shire of | 1 | | | | 1 | | | | | 1 |
| Kwinana, City of | 5 | | 1 | 1 | 2 | | | | | 4 |
| Mandurah, City of | 10 | | 6 | 2 | 1 | 2 | | | | 11 |
| Meekatharra, Shire of | 2 | | | 1 | | 1 | | | | 2 |
| Melville, City of | 8 | | 4 | | | 3 | | | | 7 |
| Mosman Park, Town of | | | | | | 1 | | | | 1 |

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| Mt. Marshall, Shire of | 1 | | | | | 1 | | | | 1 |
| Mundaring, Shire of | 5 | | | 1 | | 4 | | | 1 | 6 |
| Murray, Shire of | 2 | 1 | | | 1 | | | | | 2 |
| Narrogin, Shire of | | | | | | 1 | | | | 1 |
| Nedlands, City of | 3 | 1 | 2 | | | 2 | | | | 5 |
| Northam, Shire of | 4 | 1 | | 2 | | 1 | | | | 4 |
| Northampton, Shire of | 1 | | 1 | | | | | | | 1 |
| Perth, City of | 20 | | 16 | 2 | 2 | | | | | 20 |
| Plantagenet, Shire of | 1 | | | 1 | | 1 | | | | 2 |
| Port Hedland, Town of | 1 | | | 1 | | 1 | | | | 2 |
| Ravensthorpe, Shire of | | | 1 | | | | | | | 1 |
| Rockingham, City of | 7 | 1 | 3 | 1 | 3 | 2 | | | 1 | 11 |
| Serpentine / Jarrahdale, Shire of | 3 | | 2 | | 1 | | | | | 3 |
| Shark Bay, Shire of | 2 | | 1 | | | | | | | 1 |
| South Perth, City of | 8 | 1 | 2 | | | 4 | | | | 7 |
| Stirling, City of | 32 | 1 | 6 | 3 | 3 | 13 | | | 1 | 27 |
| Subiaco, City of | 1 | | 1 | | | 1 | | | | 2 |
| Swan, City of | 26 | 1 | 5 | 4 | 3 | 9 | | 2 | | 24 |
| Three Springs, Shire of | 1 | | | 1 | | | | | | 1 |
| Toodyay, Shire of | 2 | | 1 | 1 | 2 | | | | | 4 |
| Victoria Park, Town of | 10 | 1 | 1 | 1 | 4 | 5 | | | | 12 |
| Vincent, City of | 5 | | 3 | 1 | 1 | | | | | 5 |
| Wanneroo, City of | 11 | | 3 | | 2 | 6 | | | | 11 |
| York, Shire of | 1 | 1 | | | | | | | | 1 |
| TOTAL LOCAL GOVERNMENT COMPLAINTS | 325 | 21 | 88 | 58 | 40 | 111 | 0 | 7 | 5 | 330 |

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| UNIVERSITIES | | | | | | | | | | |
| Curtin University | 37 | 4 | 2 | 8 | 5 | 5 | | 7 | 2 | 33 |
| Edith Cowan University | 31 | 1 | 2 | 9 | 8 | 3 | | 8 | 1 | 32 |
| Murdoch University | 11 | | 1 | 2 | 4 | 3 | | | | 10 |
| University of Notre Dame | 2 | 2 | | | | | | | | 2 |
| University of Western Australia | 20 | | 3 | 6 | 4 | 3 | | 6 | 3 | 25 |
| TOTAL UNIVERSITIES | 101 | 7 | 8 | 25 | 21 | 14 | 0 | 21 | 6 | 102 |

| | | | | | | | | | | |
|---|------------|-----------|------------|--|----------|--|--|--|--|------------|
| AGENCIES OUT OF JURISDICTION | | | | | | | | | | |
| Organisation not identified | 2 | | | | 3 | | | | | 3 |
| Agencies out of jurisdiction | 820 | 98 | 723 | | | | | | | 821 |
| TOTAL AGENCIES OUT OF JURISDICTION | 822 | 98 | 723 | | 3 | | | | | 824 |

| | | | | | | | | | | |
|---|--------------|------------|--------------|------------|------------|------------|----------|-----------|-----------|-------------|
| TOTAL COMPLAINTS | | | | | | | | | | |
| Total complaints about agencies in jurisdiction | 1,615 | 110 | 330 | 389 | 211 | 475 | | 38 | 40 | 1593 |
| Total complaints about agencies out of jurisdiction | 822 | 98 | 723 | | 3 | | | | | 824 |
| GRAND TOTAL | 2,437 | 208 | 1,053 | 389 | 214 | 475 | 0 | 38 | 40 | 2417 |